iVMS-5260 Mobile Client

User Manual (iPhone)

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User Manual

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This Manual is applicable to iVMS-5260 Mobile Client Software.

The Manual includes instructions for using and managing the product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version in the company website (http://overseas.hikvision.com/en/).

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Chapter 1 Overview

1.1 Introduction

iVMS-5260 Mobile Client is installed on the iPhone. The iVMS-5260 Mobile Client is the mobile client software designed for getting access to the iVMS-5200 Professional (hereafter simplified as iVMS-5200 Pro) via Wi-Fi, 3G and 4G network with mobile device, it fulfills the functions of the devices connected to the iVMS-5200 Pro, such as live view, remote playback, PTZ control and so on.

NOTE

- Before you can get live view or playback of the camera via iVMS-5260 Mobile Client, you should configure SMS (Stream Media Server) for the area that the camera belongs to. For configuring SMS for the area, please refer to the *User Manual of iVMS-5200 Professional Web Manager*.
- Network traffic charges may be produced during the use of this Mobile Client. Please refer to the local ISP.

1.2 System Requirements

iOS 6.0 or higher version, including iPhone 4S, iPhone 5, iPhone 5C, iPhone 5S, iPhone 6 and iPhone 6 Plus series products.

1.3 Network Topology

Please refer to the following figure for the network topology diagram.

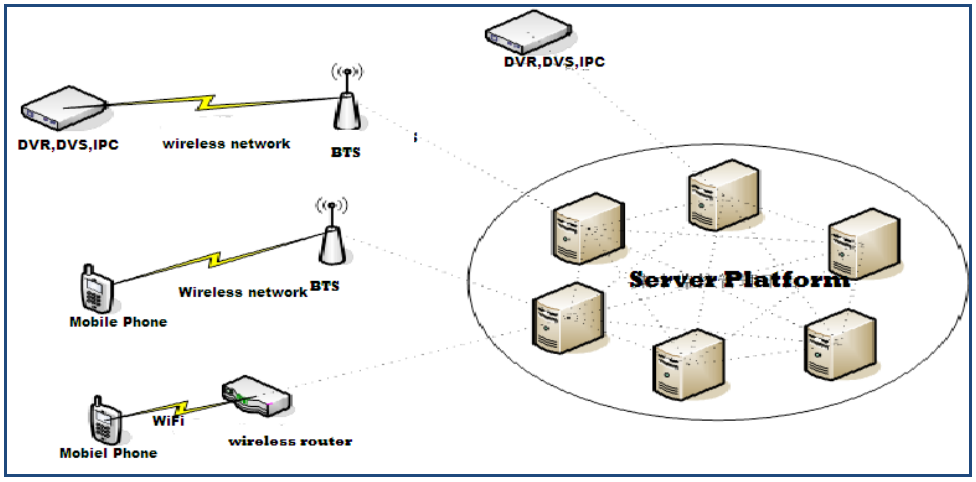


Figure 1-1 Network Topology

Chapter 2 Installing and Uninstalling

2.1 Installing the Mobile Client

Purpose:

Follow the procedures to install the iVMS-5260 Mobile Client on the iOS system.

Steps:

1. Log in the App Store and search the "iVMS-5260".
   Or you can use your phone to scan the QR code shown on the login page of Web Manager, Control Client or Web Client to directly enter the iVMS-5260 download page of App Store.
2. Download the Mobile Client and install it on the iOS system.

2.2 Uninstalling the Mobile Client

Purpose:

Follow the procedure to uninstall the iVMS-5260 Mobile Client on the iOS system.

Steps:

1. Long-press the icon.
2. Click on the "X" on the left top of the icon.

Chapter 3 Running the iVMS-5260

3.1 Configuring the Server Address

Purpose:

After you open the Mobile Client, the login interface appears by default. You may configure the server address before logging in the system.

Steps:

1. Click the icon to open the Mobile Client.

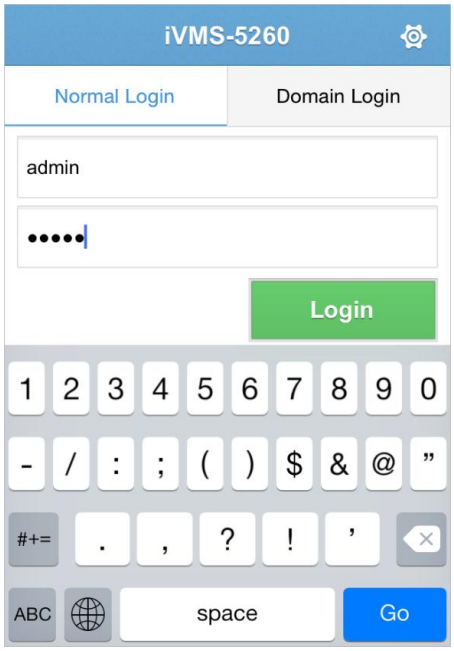


Figure 3-1 Login Interface of iVMS-5260

2. Click the icon to go to the server address configuration interface, as shown in the following figure.

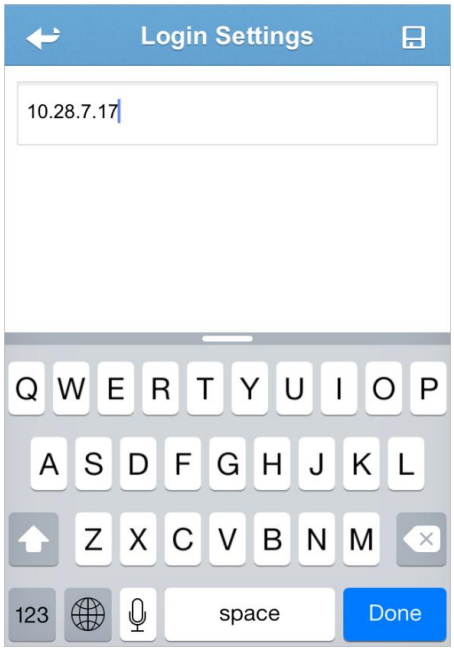


Figure 3-2 Server Address Configuration Interface

3. Input the server address and click the icon to save the setting and back to the login interface.

3.2 Logging In

Purpose:

You can log in the system after filling the required information.

Before you start:

Make sure you have configured the server address first, or there will be a hint after you click the Login button, as shown in the following figure.

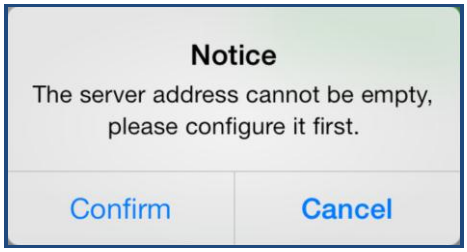


Figure 3-3 Server Address Hint

Two kinds of user (normal user and domain user) are supported for accessing the iVMS-5200 Pro. Please refer to the *User Manual of iVMS-5200 Professional Web Manager* for the detailed introduction.

Option 1: Login with Normal User

Steps:

1. Select **Normal Login** and input the user name and password in the login interface.

NOTE

The user must be added on the iVMS-5200 Pro. For configuration of adding users, please

refer to the *User Manual of iVMS-5200 Professional Web Manager*.

2. Click the Login button to log in.

NOTE

- The account will be frozen for 10 minutes after 5 failed password attempts.
- The number of the users who simultaneously log into the iVMS-5200 Pro via iVMS-5260 is limited by the License you purchased. If the current logged in users have reached the limit, then no more users can login again.

Option 2: Login with Domain User

Steps:

1. Click **Domain Login** and input the domain user name and password.
2. Click the Login button to log in.

NOTE

- The account will be frozen for 10 minutes after 5 failed password attempts.
- The number of the users who simultaneously log into the iVMS-5200 Pro via iVMS-5260 is limited by the License you purchased. If the current logged in users have reached the limit, then no more user can login again.

3.3 Logging Out

Steps:

1. Click the More tab to enter the interface of other functions.

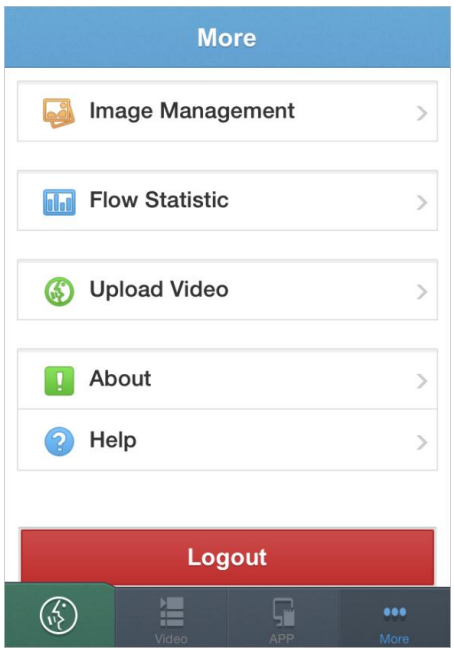


Figure 3-4 Interface of More Tab

2. Click the Logout in that interface.
3. Click Logout in the popup menu.

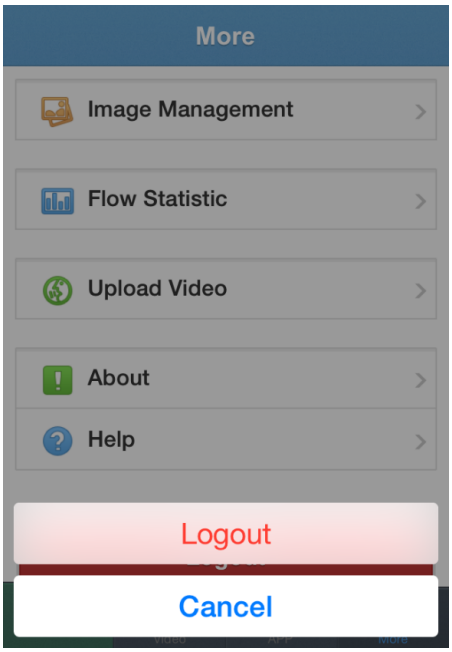


Figure 3-5 Loguot Confirmation Message

Chapter 4 Camera Management

4.1 Live View

Purpose:

In the live view mode, you can realize the PTZ control, turn audio on/off, image quality selection, capture, video clips and adding/removing favorite for the camera.

Steps:

1. Click the

tab to enter the video interface.

   Three kinds of icon will be displayed: (control center), (area) and (camera).

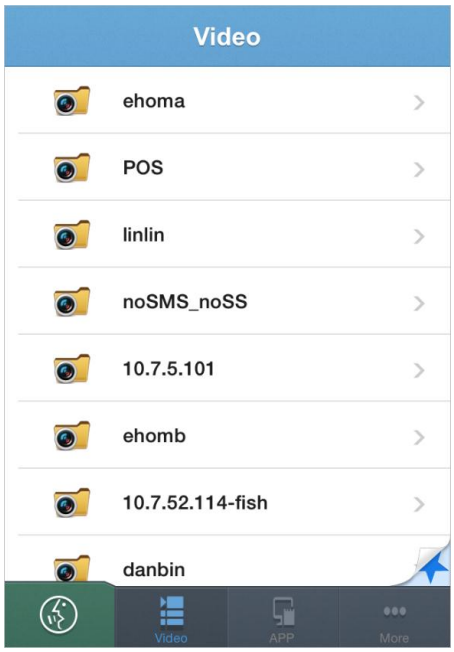


Figure 4-1 Video Interface

2. Click to get camera list.
3. Enter the live view interface.

   Steps:

   1) Tap the camera to show the hidden menu, as shown in the figure below.

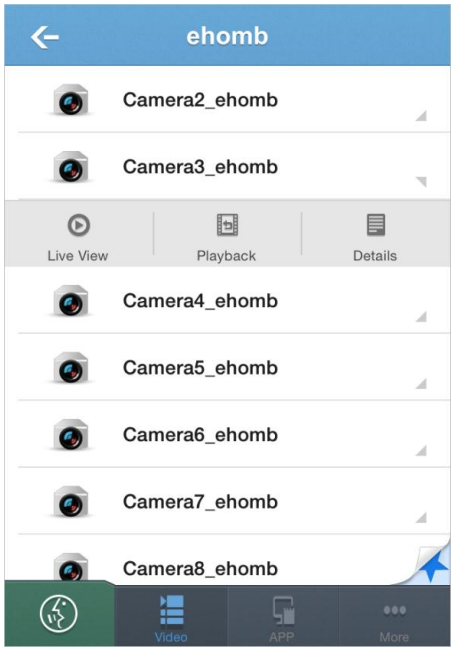


Figure 4-2 Hidden Menu of the Camera

2) Click **Live View** button to enter the live view interface, as shown in the figure below.

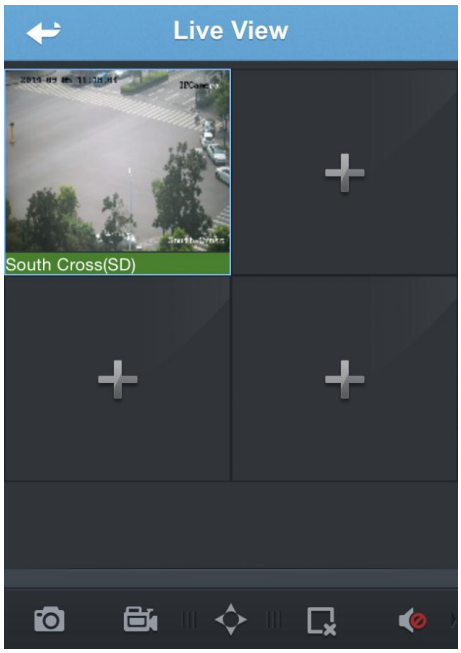


Figure 4-3 Live View Interface

NOTE

- The image displays in the 4-window division mode by default, you can double-click the image to enlarge it, and you can slide to the left or right to view the image of other windows.
- Slide the control bar to left or right to show the hidden icons. Please refer to the next table for detailed descriptions.

Table 4-1 Description of Live View Interface

Icon	Description	Icon	Description
	Capture picture		Video clips
	PTZ control	/	Audio on/off
	Stop live view		Video quality selection
/	Added/Not added to My Favourites		

- **Full-screen Live View**

  Rotate the device, and the screen switches to the landscape mode and start to full-screen live view.

- **Add the Live View Window**

  Steps:

  1) Select a free window and click the icon.
  2) It will switch to the camera selection interface, select a camera and the live view image will be displayed directly.

- **Stop the Live View Window**

  OPTION 1:

  Click to back to the camera list interface, and the live view of all cameras will be stopped.

  OPTION 2:

  Select a window and tap to stop it.

  OPTION 3:

  Steps:

  1) Drag the image upwards, until the icon appears on the title bar.
  2) Move the image to the icon and release when the icon becomes red, then the corresponding live view window will be stopped.

- **Picture Capture**

  In the live view mode, click icon to capture the image.

- **Video Clips**

  Click the icon to start clipping the video and the icon becomes .

  Click the icon to finish video clipping.

- **PTZ Control**

  When clicking the PTZ control icon , it turns to blue icon , and the PTZ control bar appears on the bottom of the screen, as shown in the figure below.

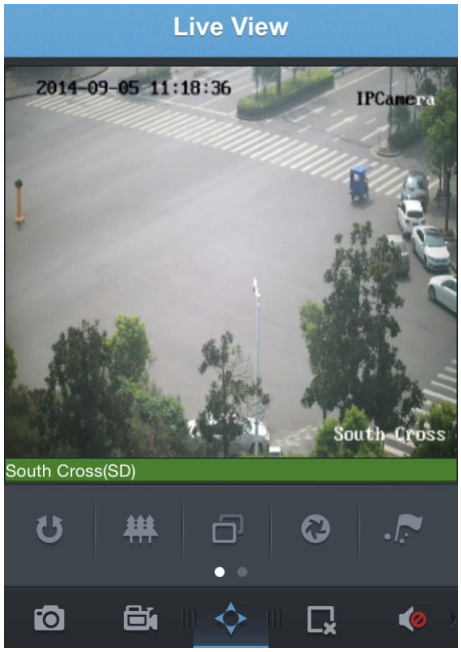


Figure 4-4 PTZ Control Bar

NOTE

The control bar can be slided to the left or right to show the hidden icons. Please refer to the next table for detailed descriptions.

Table 4-2 Description of PTZ Control Bar

Icon	Description	Icon	Description
	Patrol		Zoom
	Focus		Iris
	Call/Set Preset		3D Zoom In

Eight directions control can be realized, as , , , , , , , .

You can quit the PTZ control mode by clicking on the blue icon .

- **Video Quality Selection**

  For the network status may be unstable, you can click the button to select the video quality to adapt different situations.

  NOTE

  - The video quality of third-party camera cannot be set as Fluent.
  - When the video quality is set as Fluent, the audio will be disabled.

4.2 Playback

Steps:

1. Click the

tab to enter the camera list interface, and tap camera name to show the hidden menu, as shown in the figure below.

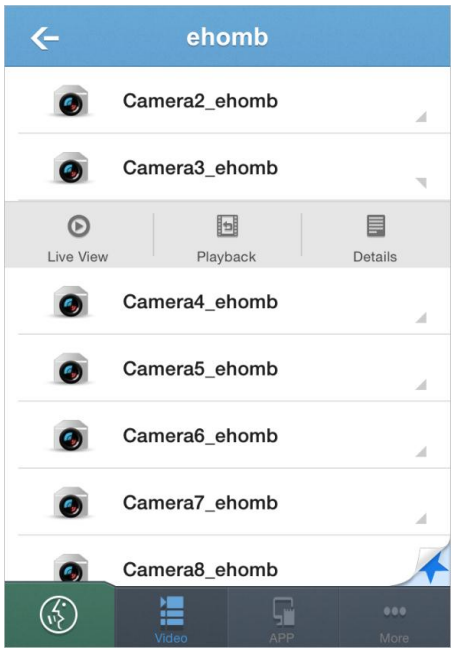
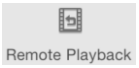


Figure 4-5 Hidden Menu of the Camera

2. Click 

button to enter the playback interface, and it will begin to play back from the beginning of that day.

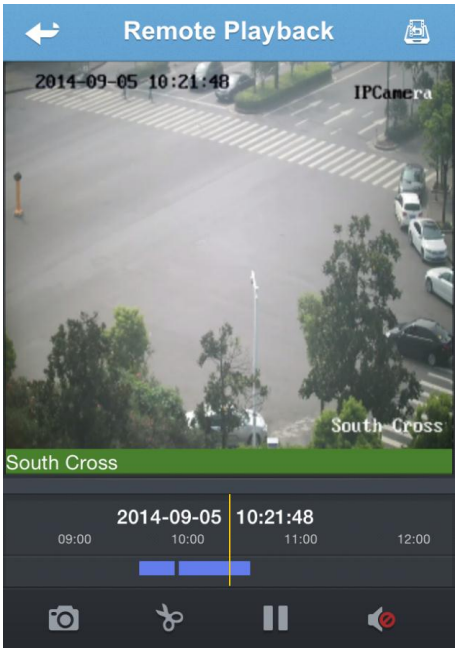


Figure 4-6 Playback Interface

Table 4-3 Description of Playback Interface

Icon	Description	Icon	Description
	Capture screen		Video clips

Icon	Description	Icon	Description
/	Start/Pause	/	Audio on/off

3. You can drag the timeline to the specific time.
4. Full-screen playback is also supported. Rotate the device, and the screen switches to the landscape mode and start to full-screen playback.
5. You can click the on the top-right of the screen to select the search conditions, including date and storage.

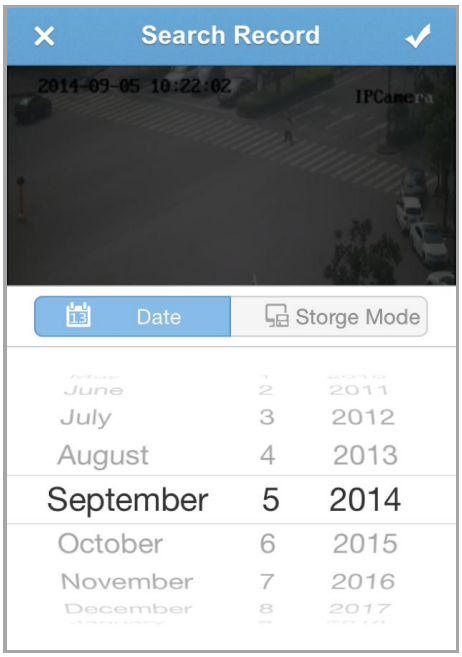


Figure 4-7 Search by Date

6. Click the to set the search condition, or you can click the to cancel and back to the playback interface.

4.3 Managing Camera List

4.3.1 Getting Camera Information

Steps:

1. Click the Video tab to enter the camera list interface, and tap the camera to show the hidden menu, as shown in the figure below.

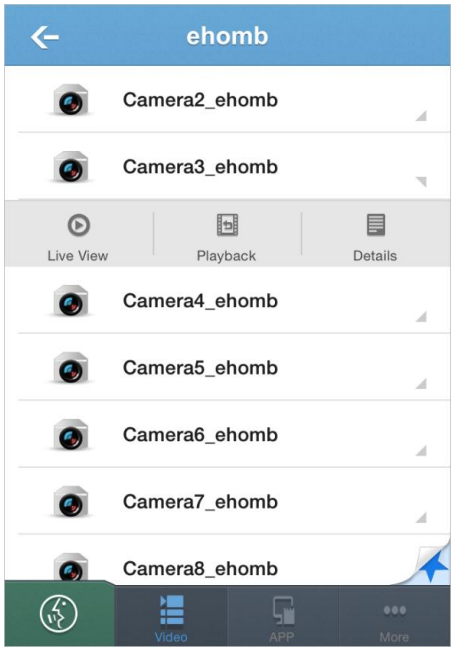


Figure 4-8 Hidden Menu of the Camera

2. Click button to get into the detail information of the selected camera, including appearance, line status, PTZ control, device type and manufacturer of the device, as shown in the figure below.

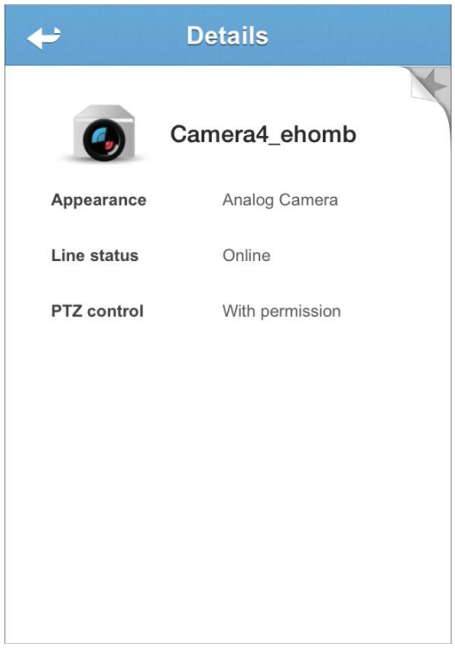


Figure 4-9 Camera Details

3. Click the icon to back to the camera list.

4.3.2 Managing My Favorites

1. Select a camera and go to the live view interface of it, click the on the control bar to add

the camera to My Favourites, then the icon becomes .

Or you can click the on the upper-right corner of the Camera Details interface, then the icon becomes .

2. Click the icon on the lower-right of the camera list to show the My Favorite folder, and you can check the contents of My Favorites.

Chapter 5 Image Management

Purpose:

The captured pictures and video clips can be viewed and managed in the Image Management interface.

Steps:

1. Click

tab and click the **Image Management** to get into the image management interface.

   The images and videos are listed by time.

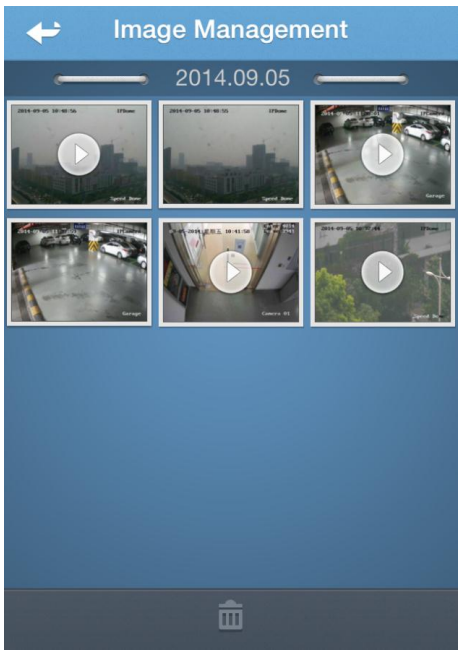


Figure 5-1 Image Interface

2. Tap the image or video you want to preview.

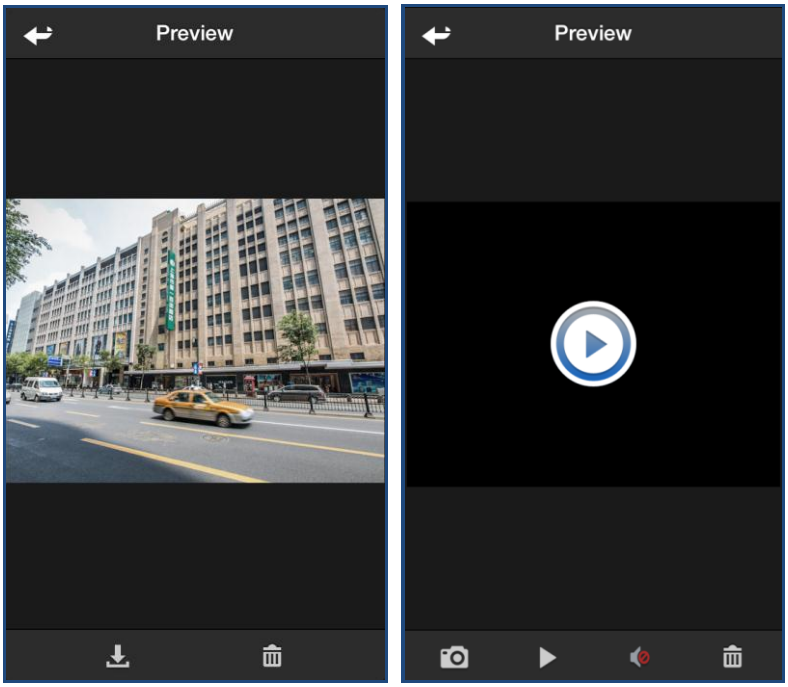


Figure 5-2 Image and Video Preview Interfaces

You can click the icon on the bottom of the screen to delete the file.

For image, you can click to save the image to your photo album.

3. For video files only, click to play the record.

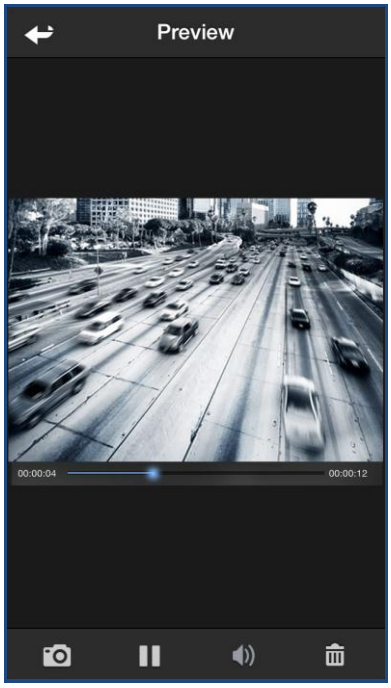


Figure 5-3 Record Preview Interface

Table 5-1 Description of Record Preview Interface

Icon	Description	Icon	Description
	Capture screen	/	Audio on/off

Icon	Description	Icon	Description
	Start/Pause		Delete the video

You can drag the cursor to locate the specific time.

4. (Optional) The batch deleting files is supported.

In the image management interface, click the on the bottom of the screen. And tap to select the files, and click the **Delete** button to confirm.

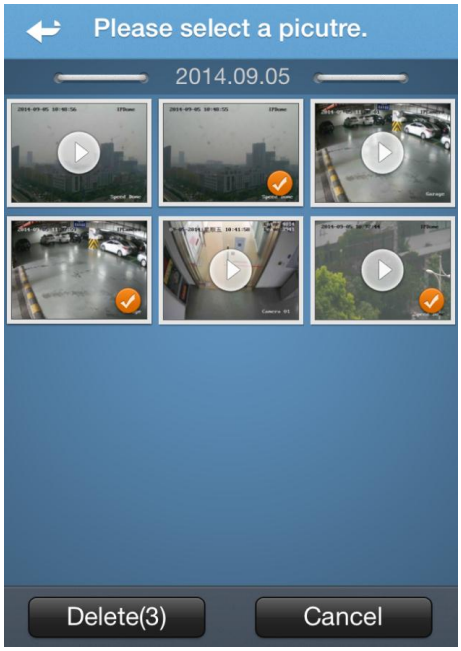


Figure 5-4 Batch Delete Files

Chapter 6 Uploading the Video

Purpose:

The live video of the mobile terminal which has installed with iVMS-5260 Mobile Client can be uploaded to the Control Client for viewing.

Before you start:

At least one mobile terminal should be added to the iVMS-5200 Pro and the area that contains the mobile terminal should be configured with SMS. For adding mobile terminal and managing the area, refer to the *User Manual of iVMS-5200 Professional Web Manager.*

Two modes are available for viewing the live video from the mobile terminal.

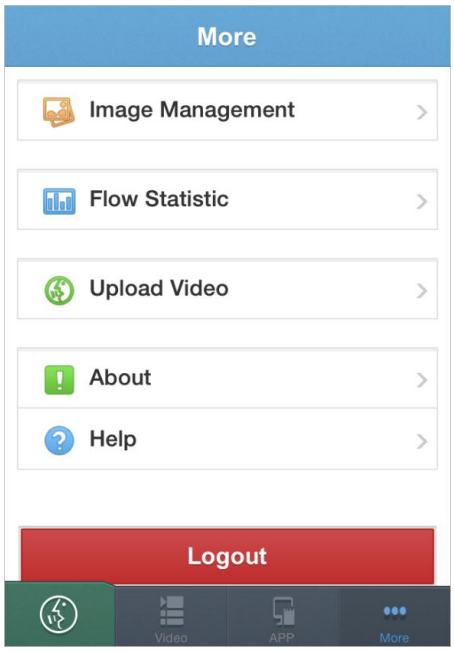
Upload the Video: Actively ask for uploading the live video to the Control Client.

Receive the Video Upload Request: Allow the request from the Control Client of uploading the live video.

Steps:

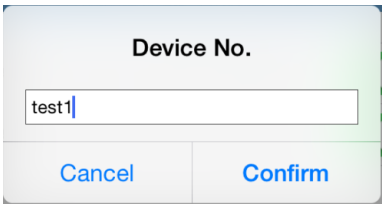
1. Click the

tab to enter the interface of other functions.



2. Click the **Upload Video** button to set the video upload parameters.

3. Click button to pop up the device No. window.

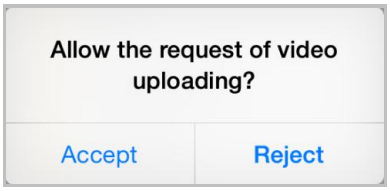


4. Input the device No. of the mobile terminal that is added to iVMS-5200 Pro and click **Confirm** to save the settings.

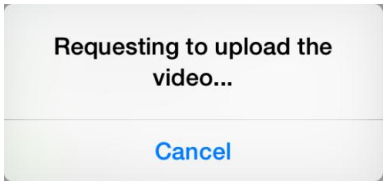
Login the iVMS-5200 Pro via Web Manager to check the device No. of the mobile terminal. For details, refer to the *User Manual of iVMS-5200 Professional Web Manager (Resource Management->Adding the Mobile Terminal)*.

5. Set the switch for **Allow Video Upload Request** as on so that the Control Client can request for video upload.

   By default, the swicth of **Automatically Accept Request** will be turned on to accept the video uploading request from the Control Client automatically. Otherwise, the following windo will pop up when the Control Client asks for video upload, and you can click **Accept** to allow the video uploading request manually.



6. Click to ask for uploading the live video to the Control Client and the following window pops up. When the Control Client allows the request, the live view taken by the camera of your mobile terminal displays and the user who operate the Control Client can also view the live video. You can adjust you mobile terminal to find a desired view.



For the operation via Control Client, refer to the *User Manual of iVMS-5200 Professional Control Client*.

7. Optionally, you can click to edit the parameters of the uploaded video, including resolution, frame rate, bitrate and I frame interval.

8. Click button if you want to stop the video uploading.

Chapter 7 Alarm Notification

Purpose:

The alarm message of the cameras that are connected to the iVMS-5200 Pro can be pushed to your Mobile Client. You can check the alarm information and view the alarm linked live video and playback.

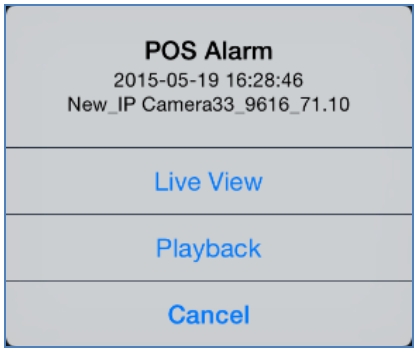
NOTE

The camera should have been configured with alarm notification as alarm linkage via Web Manager. For details, refer to the *User Manual of iVMS-5200 Professional Web Manager.*

Steps:

1. When the Mobile Client received the alarm notificaiton, the following window pops up.

   Note: If you do not run the Mobile Client or it runs in the background, you can go to the notification center of your phone to check the received alarm notification.



2. You can check the detailed information of the alarm, including the alarm type, alarm time and the alarm source.
3. Click **Live View** or **Playback** to view the live view or record file of the camera.

   NOTE

   Note: The related record file of current day will be searched, and it will be played from 5 minutes before the alarm occurs. E.g., if the motion detection alarm occurred at 11:30, then the record file plays from 11:25.

Chapter 8 Other Functions

8.1 Data Usage Statistics

Purpose:

When you get access to the iVMS-5200 Pro via the 3G and 4G network, the mobile data usage will be recorded and you can view that of current day, current month and history

Steps:

1. Click the

tab to enter the interface of other functions.

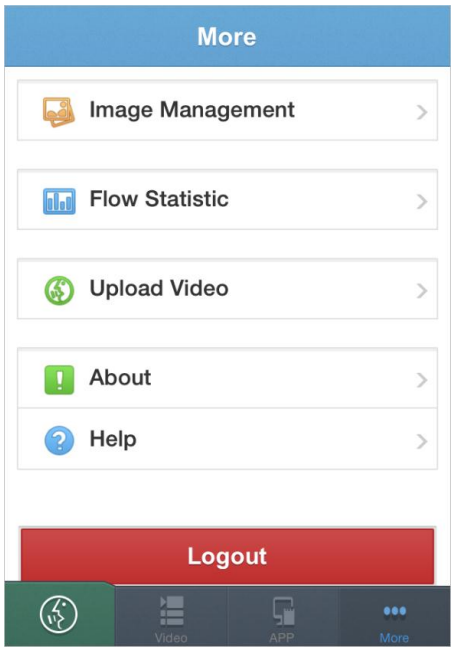


Figure 8-1 Interface of More Tab

2. Click the **Flow Statistic** button to view the data usage.

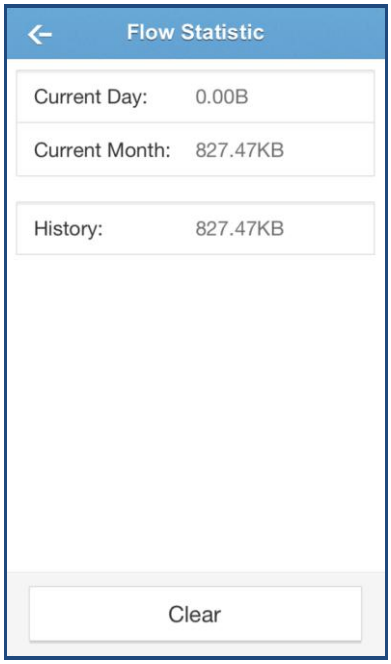


Figure 8-2 Interface of More Tab

8.2 About

Steps:

1. Click the

tab to enter the interface of other functions.
2. Click **About** to get the Mobile Client information.

8.3 Help

Steps:

1. Click the

tab to enter the interface of other functions.
2. Click **Help** to get the tutorial of the Mobile Client.

Appendix

Appendix 1 Error Code and Troubleshooting

Troubleshooting for N Class Error	
N122, N123, N124 and N125	1. Please verify the network of your mobile device is connected. 2. Please verify the server is online.
N124, N140, N141 and N142	Verify the iVMS-5200 Pro supports the mobile device access.
N170	Please verify the Stream Media Server is working.
N171	Please verify you have the control authentication of iVMS-5200 Pro.
Troubleshooting for R Class Error	
R 1	1. Restart the Mobile Client. 2. The performance of the mobile device is not enough, or the Mobile Client is not compatible with the mobile device, please change one and try again.
R 3 and R13	Restart the Mobile Client.
R 12	Use the getDeviceInfo command and check if the return user name and password are empty.
R 14	1. Restart the Mobile Client. 2. Close the other programs.
R 17	Use the getRealPlayURL command and check if the response rtsp address from the iVMS-5200 Pro is correct.
R 18	1. Verify the network between the stream media server and mobile network is connected. 2. Enter the More tab and verify the line selection is correct.
R 103, R 104, R 202, R203, R 302, R 303, R 402, R 403, R 502, R 503, R 602, R 603, R 702, R 703, R 802 and R 803	Poor network connection, please change a network or try later.
R 101, R 105, R 106, R 204, R 205, R 304, R 305, R 404, R 405, R 504, R 505, R 604, R 605, R 704, R 705, R 804 and R 805	The return signaling from the stream media server is incorrect, you may capture packages on the server and analyze the content.
R 903 and R 1001	The port for getting stream of stream media server is blocked. 1. Please verify the udp port is mapped; 2. Shutdown the firewall.

R 1103	The port for getting stream of stream media server is blocked. Please verify the tcp port is mapped; Shutdown the firewall.

Appendix 2 Error Code Description

N Class Error Code and Description (for interaction with CMS mainly)	
N100	Inputting parameters error.
N120	Creating url object failed.
N121	Creating request object failed.
N122	http request timeout.
N123	http request exception.
N124	The response content of http request is not “Successful”.
N125	The response content of http request is empty.
N140	Creating data doc object failed.
N141	Getting root node failed.
N142	Analyzing response status code and description failed.
N160	Data is not found.
N161	No enough parameters or the parameters are incorrect when getting the URL from the iVMS-5200 Pro.
N162	Session error.
N163	User is not found.
N164	The password is incorrect.
N165	The device is not found.
N166	The camera is not found.
N167	The line is not found.
N168	The control center is not found.
N169	The area is not found.
N170	The stream media server is not enabled.
N171	No permission.
N172	The recording file is not found.
N173	The user is blocked.
N174	The user is already logged in.
N175	The function is not supported by the iVMS-5200 Pro.
N199	Unknown error.
N200	Server exception.
R Class Error Code and Description (for interaction with SMS mainly)	
R 1	HPR initializing failed.
R 2	Message queue starting failed.
R 3	RtspClient initializing failed.
R 4	Unsupported protocol.

R 5	Call-back parameter is empty.
R6	Creating Rtsp engine failed.
R7	No more than 32 rtsp engines can be allocated.
R8	Invalid engine ID.
R9	The engine is not found.
R10	The engine is empty.
R11	The start time is empty.
R12	The device name or password is empty.
R13	Incorrect basic port number.
R14	Memory allocating failed.
R15	Uninitialized engine.
R16	VTDU4.0 does not support rtp or tcp.
R17	Incorrect rtsp address.
R18	Connecting stream media server failed.
R19	Not playing.
R101	Describe redirecting failed.
R102	Creating Describe signaling failed.
R103	Sending Describe signaling failed.
R104	Receiving Describe signaling failed.
R105	The response content of Describe signaling is not “Successful”
R106	Describe analyzing failed.
R201	Creating Setup signaling failed.
R202	Sending Setup signaling failed.
R203	Receiving Setup signaling failed.
R204	The response content of Setup signaling is not “Successful”.
R205	Analyzing Setup failed.
R301	Creating Play signaling failed.
R302	Sending Play signaling failed.
R303	Receiving Play signaling failed.
R304	The response content of Play signaling is not “Successful”.
R401	Creating change bitrate signaling failed.
R402	Sending change bitrate signaling failed.
R403	Receiving change bitrate signaling failed.
R404	The response content of change bitrate signaling is not “Successful”.
R501	Creating force I frame signaling failed.
R502	Sending force I frame signaling failed.
R503	Receiving force I frame signaling failed.
R504	The response content of force I frame signaling is not “Successful”.
R601	Creating random location signaling failed.
R602	Sending random location signaling failed.
R603	Receiving random location signaling failed.
R604	The response action of random location is not “Successful”.
R701	Creating pause signaling failed.

R702	Sending pause signaling failed.
R703	Receiving pause signaling failed.
R704	The response content of pause signaling is not “Successful”.
R705	Not in the pause status.
R801	Creating restore signaling failed.
R802	Sending restore signaling failed.
R803	Receiving restore signaling failed.
R804	The response content of restore signaling is not “Successful”.
R901	Creating RtpUdp engine failed.
R902	Initializing RtpUdp engine failed.
R903	Starting RtpUdp engine failed.
R1001	Creating RtcpUdp engine failed.
R1002	Initializing RtcpUdp engine failed.
R1003	Starting RtcpUdp engine failed.
R1101	Creating RtpTcp engine failed.
R1102	Initializing RtpTcp engine failed.
R1103	Starting RtpTcp engine failed.
R1201	Creating RtpRtsp engine failed.
R1202	Initializing RtpRtsp engine failed.
R1203	Starting RtpRtsp engine failed.

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